

STATE LIBRARY OF MASSACHUSETTS

ANNUAL REPORT

FOR

FISCAL YEAR 1987

JULY 1986 - JUNE 1987



Annual Report of the Board of Trustees

To the Governor and to the Honorable Senate and House of Representatives in  
General Court assembled:

The Trustees of the State Library make this their seventy-seventh annual report for  
the fiscal year ending June 30, 1987, under provisions of Chapter 5, Section 37, of the  
General Laws (Tercentenary Edition).

Trustees of the State Library  
July 1, 1986-June 30, 1987

By Virtue of State Office Held:

William M. Bulger

President of the Senate

Designee: John Cronin

George Keverian

Speaker of the House of

Representatives

Designee: Representative Marie J. Parente

Michael Joseph Connolly

The State Secretary

Designee: Dr. Albert H. Whitaker, Jr.

Appointed by the Governor:

Date of appointment

Frances Faletra Burke

January 14, 1982

87 Ardale Street, Roslindale, MA 02131

E. William Johnson

November 30, 1981

John F. Kennedy Library, Boston, MA 02125

I. Albert Matkov

October 12, 1983

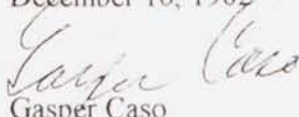
23 Douglas Road, Belmont, MA 02178

Virginia B. Bernard

December 16, 1982

119 Winona Avenue, Haverhill, MA 01830

E. William Johnson

  
Gasper Caso

Chairperson

State Librarian



## ANNUAL REPORT OF THE STATE LIBRARIAN

July 1, 1986 - June 30, 1987

During this fiscal year, the Library became more deeply involved in planning for renovations to its space and, after numerous meetings with staff of the State House Project Office, began to learn what types of things are planned for it in the future. The Project Office has asked the library to do a space study and to consider if and under what circumstances we could relinquish part of the stack space on the 5th floor. To assist with this study, several consultants on library space planning were interviewed, with each recommending that a complete analysis of the collection be completed before a space needs study was attempted. The Library is planning to submit a statement of costs for doing a collection inventory and analysis to the Division of Capital Planning and Operations, with a request for release of some Library funds which had been appropriated in an earlier capital outlay budget. A narrative proposal for renovation of the library, scope of its collection, means of miniaturizing the collection and technological improvements needed to modernize library functions was then prepared and submitted to the Project Office. Staff also prepared a planning document to assess the size of the collection and the various issues involved in planning for de-selection of library materials. Proposals to be included in the Fiscal 1988 capital outlay budget were submitted to the Project Office. As the fiscal year closes, the director of the Project Office has recommended the installation of compact shelving in the stack area in Room 55 and renovation of the main stacks to include compact shelving and office space for library administration and staff. The Main Reading Room will be restored and its historic nature replicated and preserved. The Special Collections Department will remain in the West Wing and will include a reading room and conservation laboratory. The stacks on the 5th floor will be converted to office space for other State House occupants.

Throughout the year, the Library staff engaged in a variety of activities with other agencies to promote library collections and services. On September 24, 1986, the Library participated in the first Annual Library Legislative Day, sponsored by the Massachusetts Library Association and the Board of Library Commissioners. Public librarians throughout the Commonwealth spent the day promoting library legislation and discussing state services to libraries. Several members of the State Library staff met with these librarians to describe the Library's collections and services. In December 1986, legislators from several Central American countries visited the Library and heard a staff presentation about the services of the Library to the Massachusetts legislature. Library staff gave eight training sessions in the first three months of 1987 for staff of the House of Representatives; sessions focussed on the library and its resources, especially those to be used in doing legal research. Lt. Governor Evelyn Murphy toured the State Library on April 8, 1987, as part of the celebration of National Library Week. At the end of the current legislative session, the Library also began a new program of asking those legislators leaving office to deposit their papers with the Special Collections Department.





The Library became a participant this year in the United States Newspaper Program. This nation-wide effort to identify all files of United States newspapers held within each of the 50 states is being coordinated in Massachusetts by the Boston Public Library. The Library's permanent newspaper collection will be reported to that project. It is estimated that the State Library will have at least 125 entries, many of them 18th or early 19th century newspapers. Congressional Information Service, Inc., a publisher of information concerning government, has presented the Library with a proposed contract relative to conversion to microfiche of the Library's collection of executive and legislative documents of 43 states covering the years 1840-1920. The Library would receive a set of microfiche of the collection as well as a cash credit toward purchase of additional CIS products. Marketing surveys will be conducted by CIS to ascertain interest in such a project. Should this project go forward, access to this important collection would be enhanced and vitally needed shelf space would be made available in the Library.

The Bicentennial of the United States Constitution was celebrated in 1987, with the Library taking an active role in this commemoration. A proposal was prepared by the staff of the Special Collections Department to collect materials from all Massachusetts communities which planned to mark this anniversary. Material was also collected from the Massachusetts Advisory Commission to Commemorate the Bicentennial. A major exhibit was organized by the Boston Library Consortium and displayed at the Boston Public Library during the month of April, 1987. "The United States Constitution, 1787-1788: From Debate to Ratification" featured items from all Consortium member libraries, with particularly strong contributions from the collection of the State Library. In a travelling exhibit organized by the U.S. Constitution Council of the 13 Original States, a sword belonging to colonial governor John Endecott was loaned by the Library; the exhibit will be seen in the states celebrating the Bicentennial of the Northwest Ordinance as well as the 13 states making up the original colonies. During the time this exhibit was in Massachusetts, a special display prepared by State Library staff about the role of Massachusetts in the ratification of the Constitution was included in the exhibit.

A new system for evaluating state managers was put in place during this year. The Performance Management System (PMS) requires each manager to develop performance objectives at the beginning of each fiscal year which support the mission and goals of the agency. These objectives are agreed upon by the manager and supervising manager, reviewed at mid year and evaluated at the end of the year. The four library managers received training in this new system in November 1986. A personnel policy manual for the Library was compiled and issued in June, 1987; the manual outlines employee rights, privileges and responsibilities. Staff and Library supervisors were trained in the requirements to implement the recently-introduced employee evaluation system, the Employee Performance Review System. A task force of staff members met to establish standards for the various departments in the Library, job descriptions were analyzed and performance criteria were set, thus clarifying job duties and setting realistic performance goals.

The State Library was audited by staff from the State Auditor's office in 1986. The report from the auditors stressed the need for an inventory of the materials in the Library's Special Collections and the establishment of more accurate estimates of the





monetary value of this collection. The report also recommended that a junior accountant position be included in the Library's staff. The Library's winner this year in the Pride in Performance program was Ruth Reed, secretary to the State Librarian. Selected by her colleagues for her patience and good humor in the face of a myriad questions and problems involved in staffing the Director's office, Ms. Reed was honored at the award ceremony in October.

Several changes occurred during the year in the Library's physical plant. The security system in the Library's Vault was upgraded and smoke and heat detectors were installed within both Vaults, providing better protection for the materials housed there. Concern for environmental conditions in the Vault continued, as antiquated air conditioning equipment was unable to maintain proper conditions there. Two de-humidifiers purchased by the Library helped to stabilize harmful fluctuations in humidity. The Library had planned to occupy the vault which was vacated by the State Archives; however, our plans were preempted by the need to use this vault for storage of the Commonwealth's collection of Civil War battle flags. All State Library materials were removed from the lower vault in May, 1987, further adding to space problems in our own vault. As part of the effort throughout the State House to rid the building of asbestos, the pipes in Room 55 which had been wrapped in asbestos had their coverings removed in May 1987.

Several staff changes occurred during this fiscal year. Eithne Cotter Bearden, with six years of experience in the library at Fordham University, was hired in September 1986 as Public Services Librarian, Librarian I. The Library Technician position in Technical Services was filled in September, 1986, by Margaret Critch, who had worked in acquisitions at Wessell Library at Tufts University. Also in September, Yvette Nunn was hired to a half-time paraprofessional position in the Library's office. Lucille Rosa joined the Library staff in November, 1986, as Head Cataloger, Librarian II; Ms. Rosa had previously worked in the library at Boston College. Lisa White also was hired in November as a Library Assistant, Grade 9 in the Technical Services Department. On the public services side, Bette Siegel was hired in February 1987 as Assistant Government Documents Librarian, Librarian I. Susan Steinway resigned as Government Documents Librarian in July, 1986, to accept the position of Research Director at Boston Magazine; Jennifer Nason, who had been the Assistant Government Documents Librarian, was promoted to the position of Government Documents Librarian. Ann Gaudette, who had held a clerical position within the Library, resigned in February, 1987, and Eithne Bearden resigned in May, 1987.

A small private ceremony for family and friends of Kimberly Seitter, who died suddenly in May, 1986, was held in the Library on September 18, 1986. With donations received, an 1881 bird's-eye view of Nantucket was purchased in her name; it will hang in the Main Reading Room of the Library. A memory book was also presented to Kim's family, in which staff had written their remembrances of her. Her death at such a young age touched and saddened all of us; her loss was deeply felt by all who had known her.

As we look ahead to fiscal year 1988, the House Ways and Means Committee has supported the Library's request for additional money for the purchase of books, periodicals and microfilm to maintain the research collection. It is hoped that the



Library can also add permanent clerical positions to the staff, thus providing a more stable and productive support function to the Library. Computerization of library functions continues to grow as staff becomes familiar with the power of this new tool; money must be found to increase activities in this aspect of library operations. Most important, the Library must proceed with its space planning and de-selection effort to meet the challenge of the renovations to the State House.





## Special Collections

In fiscal year 1987, the staff of the Special Collections Department became very involved in activities which commemorated the Bicentennial of the United States Constitution and the Library's extensive collections in this area came into prominence. The Department also embarked upon a new venture this year when it began to solicit papers from legislators whose term of office had ended. A large collection of plans of the State House was cataloged this year and came into immediate use by the State House renovation team.

A guide was compiled to the Library's extensive collection of city directories of Massachusetts communities, making this large collection much easier for researchers to use. Finding aids for several manuscript collections were completed as well, including those for the Calvin Coolidge Collection, the records of the Massachusetts Volunteer Aid Association, and the records of the Senate Special Committee on Hospital Costs and Charges.

Preservation of its materials continues to be a priority for the department, and Mary Micarelli, the Library Assistant in charge of this area continues her excellent work in these activities. Materials were encapsulated, enclosed in protective phase boxes and repaired using archival materials and following currently approved methods. Items from the Library's Burrill File of State House material were placed in protective acid-free enclosures and the letters associated with the Legislative Biographical File were transferred to acid-free file folders and placed in manuscript boxes to provide protection and ease of access.

Several exhibits commemorating the Bicentennial of the United States Constitution featured materials from the Department. An exhibit sponsored by the Boston Library Consortium at the Boston Public Library included seven books and pamphlets and three 18th century newspapers from the Library's collection. Work also began on preparing an exhibit of Massachusetts materials for the Roads to Liberty exhibit. This exhibit, privately sponsored, featured a copy of the Magna Carta and other treasures and toured the state during July, 1987. Members of the Special Collections Department prepared an exhibit board of facsimile reproductions of State Library and State Archives materials which toured with the exhibit in Massachusetts. In addition, the sword of colonial governor John Endecott was loaned by the Library to be included in the nationwide tour of this exhibit.

Concerns for more space and better environmental conditions for the collection continued to absorb time and energy this year. Environmental conditions in the Library's Vault continued to be harmful to materials stored there in spite of the purchase of two de-humidifiers for that area; the antiquated air cooling system was unable to maintain the needed conditions. Money was appropriated in this year's budget to install smoke and heat detectors in the Vault, and this work was completed in June 1987. The Library had hoped to occupy the lower vault which had been vacated by the State Archives, but plans for this space were preempted by the need to use this vault for storage of the Commonwealth's collection of Civil War battle flags.



Several manuscript collections were added to the Department this year. The records and papers of the Special Commission on Low Level Radioactive Waste were received from Senator Carol Amick's office and the records of the Boston Community Music Center also were donated to the Library. The Center was organized in 1910 and its records provide a history of social service to children through the use of music. The Library also began a new program this year by writing letters to all legislators who were leaving office asking them to consider donating the papers and records of their terms in office to the Library. It is hoped that these materials will provide researchers with an in-depth record of the work of the General Court and the significant pieces of legislation from each session.

The Special Collections librarian represented the Library on the Preservation Committee of the Boston Library Consortium and served as secretary for the group during this year. The Committee finished its work on the Preservation Resource Directory and distributed copies to all member libraries. The Special Collections librarian also spoke about the department to members of the Massachusetts Library Association, to Legislative Committee Research Directors and at a program for House personnel introducing the collections and services of the State Library.

As the new fiscal year begins, efforts will continue to try to improve conditions for the Library's valuable materials and to make those materials more accessible to researchers. As planning for the renovations to the State House goes forward, it is hoped that these concerns will be addressed and improvements will be made.







## Technical Services

A new position, Head Cataloger, Librarian II, was created during this fiscal year, and Lucille Rosa, an experienced cataloger from the library at Boston College was hired for this position in December 1986. Direct responsibility for the supervision of the cataloging section was transferred from the Head of Technical Services to the Head Cataloger. This change both improved the quality of the work of the cataloging section and increased the ability of the Head of Technical Services to manage the administrative work of the department and to plan for library automation. In the Serials section, a Library Assistant, Lisa White, was hired, with responsibility to oversee the filing and storage of all serials, as well as maintaining the Department's supplies and its photocopiers and microform equipment. Service for newspapers and periodicals was greatly improved by the assignment of this responsibility, with the balcony area and periodical room kept very neat and well-organized, with material easy to find. A Library Technician, Margaret Critch, joined the Department in July 1986, with responsibilities in both serials and reference. Ms. Critch's duties involved serials check-in and union list inputting, as well as work in inter-library loan and acquisitions.

Workflow in the Technical Services Department continued to be improved upon and refined. Communication between the cataloging and serials section was strengthened, as was communication between the serials section and the Documents Department. In cataloging, better accessibility to materials in process was obtained, and processing procedures for priority and rush items were changed, greatly reducing their processing time. Workflow for the cataloging of serials continued to improve, with regular meetings of the Head Cataloger, Serials Librarian and Library Technician to discuss titles for which cataloging problems had arisen. Within the serials section, job responsibilities were clarified, with the elimination of overlap of job responsibilities. Regular meetings with the Head Cataloger led to the processing of 75% of serial titles which had been backlogged awaiting cataloging. Written guidelines for the processing of Massachusetts state documents were completed, and questionnaires and claim letters were rewritten. During the year 200 claim letters were generated for state documents requesting issues which had not been received. The processing of monographic acquisitions became totally the responsibility of the Library Technician in Acquisitions, under the guidance of the Serials Librarian. Procedures for acquiring monographic sets and standing orders were improved, and a new workflow was implemented for the processing and cataloging of these items. A Lotus 1-2-3 file which had been set up to monitor spending was refined to give a better picture of spending with specific vendors.

Planning for automation was an important part of the Department's work this year. A survey was distributed to approximately 20 libraries in other state agencies to determine their interest in interlibrary cooperation and how automation might fit into future cooperative efforts. The survey indicated that all of the libraries had very different needs so that establishing an automated library system to be shared by all was not desirable. However, there was considerable interest among the libraries in the ability to know what each library held and to be able to borrow those materials. A study of the State Library's need for retrospective conversion of its own records to machine-readable form was also done; recommendations were that the Massachusetts state document collection and the materials classified in the Library of Congress





classification (used in the Library since 1975) should be converted first. However, it was also determined that no conversion should begin until the collection has been examined for de-selection.

The staff of the Serials section continued to explore options for an automated serials system for the Library. It was determined that a versatile, user-friendly system was needed, with ability to do check-in, claiming, invoicing, routing and reporting. Two systems, Faxon's Microlinx and OCLC's SC-350 were deemed appropriate for our needs, and funding was sought in the fiscal year 1988 budget. Work continued with the Boston Library Consortium's Union List of Serials, maintained by the Faxon Company. It was determined by the Serials staff that downloading serial records from the Union List into the Library's proposed serials system would be a cost-effective way to capture this information, although there were serious concerns about the lack of full MARC format and the lack of currency of the information. Meanwhile, online input of Library holdings to the Union List continued, with 261 new titles added in this fiscal year. For a Consortium-wide project to delete and change holdings for titles which had ceased or changed, the State Library updated holdings for 75 records. The Serials Librarian continued to represent the Library on the Consortium's Union List of Serials Committee. During the year, the Committee adopted the new ANSI standard for serial holdings records; future listings must conform to this new standard.

With the scheduled implementation in July, 1987, of the Employee Performance Review System (EPRS), job descriptions for all staff members were re-examined and updated, and criteria for evaluation established for each major job duty. This process clearly defined supervisory responsibilities and clarified job duties and expectations for satisfactory performance. A library task force was established to ensure that similar sets of standards would be in place in the various sections and departments of the Library. Criteria were established for service at the Periodical Desk, both to improve service to users there and to serve as a standard for evaluation. Staff members attended various courses and conferences to increase their knowledge of the library field. Several attended computer-related courses, and the supervisor of the cataloging section attended a five-day workshop on supervision.

Various projects undertaken within the department were completed this year. Two large collections of material were cataloged: an extensive study of water supply needs in Massachusetts for the year 2020 and a collection of architectural plans relating to the State House. These plans, housed in the Special Collections Department, are especially important in relation to the on-going renovations to the building. In Serials, an effort was made during the year to evaluate the serials received by the Library in terms of its collection development policies and the needs of its users. As a result of this study, 109 titles were cancelled, and about 20 new titles were added. The collection of professional library periodicals received by the Library was also assessed, leading to more effective use of this part of the collection by library staff. During the year, 800 claims were made for serial issues which had not been received, including 200 claims for Massachusetts state document serials. The exchange of state documents continued, with 104 volumes mailed from the State Bookstore and 750 volumes mailed from the Library.





During the next fiscal year, the Department will continue its efforts to obtain an automated serials system for the Library. Increased use of the personal computer in Technical Services by all Library staff points to the need for more computers within the Library; this too will be a goal for the Department. Continued refinement of workflow and a better arrangement of the physical work area are also important areas which will be pursued.



## Statistical Report

### Use Statistics

Number of information/reference requests, all departments	33,072
Number of materials used	16,493
Number of materials circulated	4,031
Database searches performed	63

### Interlibrary loan

Materials loaned by State Library	312
Photocopied pages supplied by State Library	8,955
Materials borrowed by State Library	208

### Technical Services/Cataloging

Number of items cataloged	1,741
Number of serial titles purchased	2,175
Number of serial titles received but not purchased	2,049
Total number of serial titles received	4,224

### Library Collections

Volumes added during year	4,439
Volumes withdrawn during year	314
Total of increase to collection	4,125
Number of monographs purchased	850
Number of federal documents received	7,436
Number of state documents received	1,408

### Conservation of Library Materials

Number of items receiving in-house treatment	452
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Total number of materials in Library as of June 30, 1987 (All formats)	1,115,337
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